From: Flock Safety Support
To: billing@flocksafety.com
Cc: libby.landers@flocksafety.com; Daniel Cohen; Sara Peet; alexandria.carneiro@flocksafety.com
Subject: RE: Fwd: Invoice Delivery
Date: Wednesday, October 5, 2022 2:19:19 PM

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Hello Commander Cohen,

Thank you for sharing your concerns. Corporal Best has brought to our attention issues noted with convoy and visual searches. I apologize for the inconveniences caused by this.

I am collaborating with team members on the support and software engineering teams to address these problems. I will report any updates that I learn of in a prompt manner.

I sincerely appreciate your and Corporal Best's patience while we actively look into this for your agency. It is a top priority.

Stay safe,
Alex Graber

---------- Original Message ----------
From: Billing Team [billing@flocksafety.com]
Sent: 10/5/2022, 12:26 PM
To: libby.landers@flocksafety.com; support@flocksafety.com; dcohen@cityofsantamaria.org; speet@cityofsantamaria.org
Subject: Fwd: Invoice Delivery

Hi,
Thank you for your email back regarding invoice INV-1430.
I have looped in The Support Team regarding your camera issues and CSM Libby just in case.
Thank you for your time,
Carey

Billing Department

| billing@flocksafety.com

---------- Forwarded message ---------
From: **Daniel Cohen** <dcohen@cityofsantamaria.org>
Date: Tue, Oct 4, 2022 at 2:56 PM
Subject: RE: Invoice Delivery
To: Flock Billing <billing@flocksafety.com>
Cc: Sara Peet <speet@cityofsantamaria.org>

Billing -

This bill appears to be for the Advanced Search feature that has not been functioning as advertised. I would appreciate a phone call to discuss.

Thank you,

Dan

Dan Cohen, Division Commander

Santa Maria Police Department

(805) 928-3781 X-1234

From: Flock Billing <billing@flocksafety.com>
Sent: Sunday, October 2, 2022 1:06 PM
To: Daniel Cohen <dcohen@cityofsantamaria.org>
Subject: Invoice Delivery

*** EXTERNAL EMAIL: Please use caution when opening links or attachments.***

Dear Daniel,

Please view the details of your recent invoice below.

Invoice No: INV-1430

Invoice Date: 9/30/2022

Invoice Total: USD 3,500.00

Due Date: 10/30/2022

To pay by credit, click on the following
link: https://invoice.stripe.com/i/acct_19rTiCEaLZZMOidT/live_YWNjdF8xOXJUaUNFYUxaWk1PaWRULF9NWGRoWTlMS3FyamRuRXU0cHk1MVQzejlldzJhd2poLDU1MjgxOTQ50200mpAvzWtW?s=ap

If paying by check, please be sure to mail with a printed copy of your invoice to:

Flock Safety

PO Box 207576

Dallas, TX 75320-7576

If you have any questions about your service or installation, please contact support@flocksafety.com.

If you have any questions about your invoice, please reach out to billing@flocksafety.com.

Need a copy of our W9 or COI? See below.

Flock Group Inc. W9

Flock Group Inc. COI

We appreciate your business!

Thank you,

Flock Safety Billing

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To unsubscribe from this group and stop receiving emails from it, send an email to support+unsubscribe@flocksafety.com.